

Report of YBF Meeting 16 January 2018 at West Offices

1. Chair's Introduction and Welcome

Graham Collett in the chair welcomed members and visitors, noting an apology from Cllr Mary Cannon. Attendance record is lodged in the YBF files.

2. Presentation by Transdev

He then introduced Ben Mansfield Marketing and Communications Manager, from Transdev who was deputising for Alex Hornsby CEO who had been unable to attend on this occasion. Ben outlined his involvement over a number of years in the bus industry including experience with Trent-Barton and the GM operations.

He set out the ambitions and achievements of Transdev, and some of its plans to go forward serving the public and commercial interests, while keeping the users as the focus of what their expert team concentrates upon. This reflected in the many stakeholder events that involve staff at all levels, with a view to achieving 97% satisfaction.

Ease of use was an aim, and needed new measures such as contactless fares and "apps" while the concept of creating brands for services in all districts was also a key project. A number of new ventures had proved successful, but there was still a need to eliminate conflict with other operators, and gain support for bus priorities from local authorities. He mentioned partnerships which had brought results, such as link with Harrogate Springwater on 24 route in Nidderdale. Many of the new ideas promoted sustainable transport, such as the York Tourist electric vehicles, new Coastliner buses with Euro6 engine reducing Nox emissions, along with plans for Electric vehicle fleet around Harrogate, charged through an overhead system at termini. The eight single deck buses involved were 75% funded by the Office of Low Emission.

VAMOOZ is a new concessionary travel scheme aimed at groups, and enabling journeys at attractive rates over the whole TDV network. Other new marketed ventures such as the ZAP bus now linking Leeds and Manchester, have potential to achieve a noticeable modal shift, while they were also in discussion with e.g. Megabus in respect of longer journeys.

A range of questions was then put to TDV, including operation of ZAP bus, shuttle buses, social benefits, funding restraints, Coastliner capacity, location of bus stops, delays at bus stations, better integration between modes and improvement of information provisions. Ben said that there would be two 'Coast Zaps' running fast from Leeds to the coast avoiding York in order to provide a much quicker journey than the normal Coastliner service. Where buses are cancelled they will offer a refund and when the last bus is cancelled, they will pay for a taxi. Time constraints limited a full response, but Ben was thanked sincerely for his dealing with so many views.

3. Minutes of the last meeting (21/11/17) and Matters arising

These were approved. John Bibby sought approval to set up a group to consider whether York needed a Bus Station – this was agreed.

The meeting closed at 1915.